

Montgomery County, Maryland | City of Gaithersburg

Homeless Resource Day

Online Training

Thursday, November 17, 2016

The Activity Center at Bohrer Park

506 South Frederick Avenue

Gaithersburg, Maryland 20877

Rather attend an in-person training?

- One in-person training is scheduled on **Wednesday, November 9** at 6:15-7:30pm at 401 Hungerford Drive, First Floor, Conference Room A and B
 - Coordinators of the event will be there to conduct the training and answer your questions.
 - The in-person training is **optional**.
 - Completing the online training provides needed information and qualifies you to participate.
-
- If you **choose**, join us on November 9 for in-person training
 - Please RSVP at HHRHRD@montgomerycountymd.gov

Training Objectives

Volunteers Will Learn About:

1. Homelessness in Montgomery County
2. Current programs that address homelessness
3. Homeless Resource Day
4. Volunteer roles and responsibilities
5. Safety information and tips

- At the end of the training module, you'll be asked to complete and submit a short "Check-Up".
- When you have completed your "Check-Up," you will have the opportunity to check your answers and learn your score.
- We will send you a confirmation email.

A week before Homeless Resource Day, you will receive an email with the following information:

- **Your volunteer assignment,**
- **Report time, and**
- **Parking information**

- As you go through the training, make note of any questions you have and email them to hshrd@montgomerycountymd.gov
- Many of you volunteered last year and we hope this training will serve as a refresher for you.
- **For those volunteering for the first time, we hope this training will give you a sufficient overview of Homeless Resource Day.**
- Our goal is to ensure that all have an enjoyable, rewarding and safe day.

Let's Get Started . . .

Facts About Homelessness in **Montgomery County**



- On any given day there are approximately **900 -1,000** homeless persons
- Montgomery County achieved the goal of ending Veteran homelessness by December 2015
- Everyday, approximately **210** children could experience homelessness.
- **59%** of homeless adults reported income from employment.
- **70%** of homeless adults indicate some form of mental, behavioral, or physical health condition.
- Montgomery County experienced a **11%** decline from 2015 in total homeless persons from 2016 "Point-in-Time" Enumeration. (The Point-in-Time is a one-day count of those experiencing homelessness in the County).

Programs That Address Homelessness in Montgomery County

Prevention and Outreach

Emergency assistance to preserve housing

Street outreach to hard-to-engage homeless individuals

Emergency Shelter

Safety and assessment to families and individuals
case management services



Transitional Shelter

Supportive shelter to stabilize families and individuals – usually two year maximum.

Permanent Supportive Housing

Permanent Housing for families and individuals with support services



Programs and Statistics

- **Year Round Emergency Shelters:** There are 270 emergency shelter year-round beds for individuals and families which are fully utilized
- **Seasonal Emergency Shelters:** Seasonal shelter space for individuals increases to 365 from November 1 through March 31
- **Shelter waitlist:** Family shelter waitlist averages 20-30 families monthly
- **Rental Assistance Program:** Shallow Rental Subsidy Program - County Rental Assistance Program served an average of 1,720 households per month
- **Emergency Assistance Program:** Home Emergency Assistance Program received 5,398 applications in FY16

Programs and Supportive Services

Case Management

- Family Self Sufficiency - Challenging Families
- Prevention Case Management
- State Rental Assistance Program includes financial subsidy for one year

Linkages to Community Resources

- Housing Programs
- Community Financial Assistance
- Financial Education
- Employment Training
- Other Behavioral Health Services



Homeless Resource Day (HRD)

HRD is a “one-day, one stop” event where individuals and families experiencing homelessness can access:

- benefits,
- medical care,
- behavioral health,
- resources,
- veteran services,
- a variety of social services,
- giveaways/donations, and
- personal care.



Health Services



Haircuts and Personal Care

Homeless Resource Day (HRD)

- Services are provided by private, non-profit, and governmental organizations.
- The ultimate goal of HRD is to provide homeless persons the opportunity to access supportive services, learn about housing options, and get connected to services to improve self sufficiency.



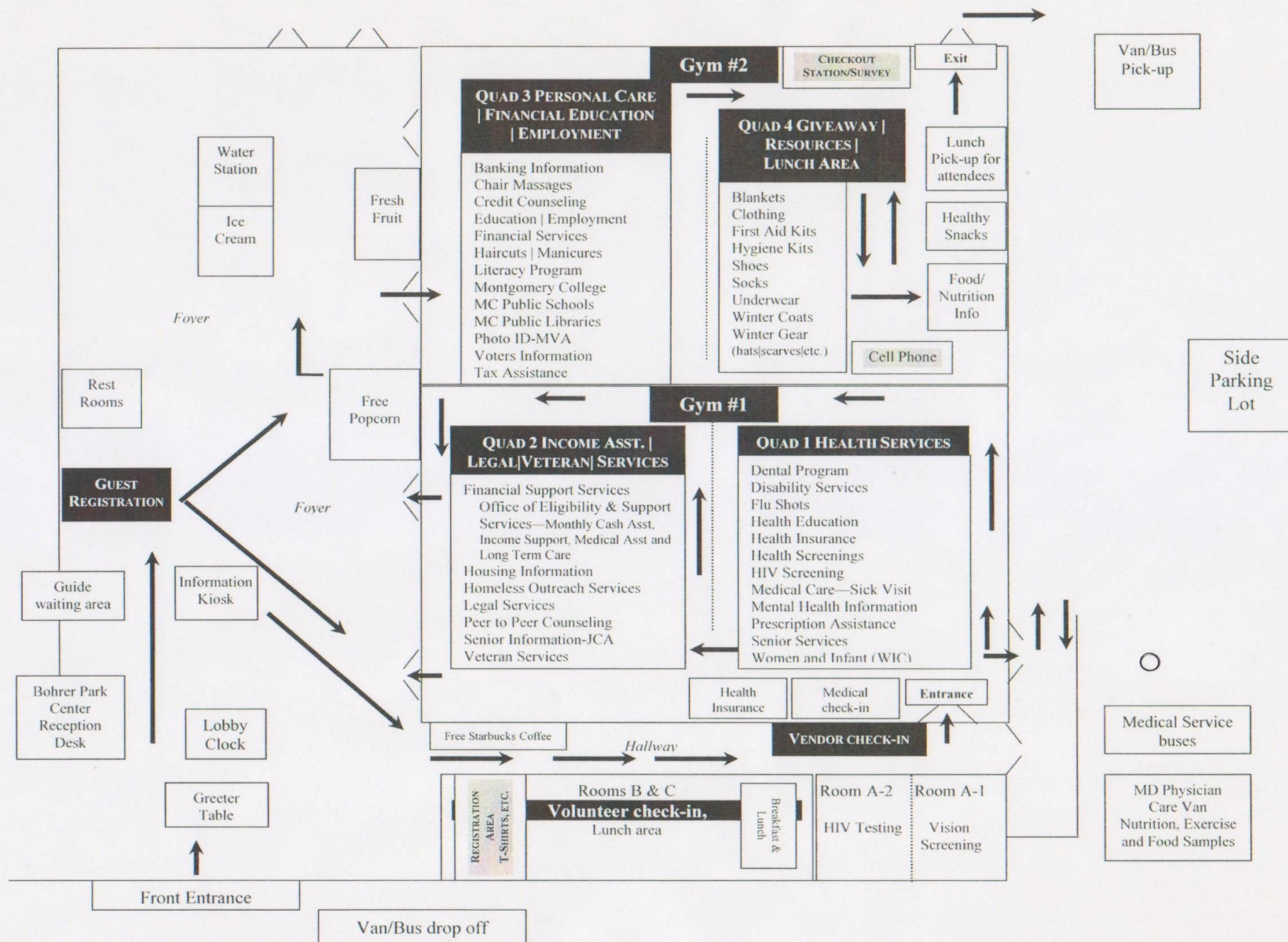
The Activity Center at Bohrer Park

Services will be provided in Quads and conference rooms.

The quads and conference rooms were designated as follows:

- Quad 1** – Health Services
- Quad 2** – Income Assistance and Supports
- Quad 3** – Personal Care, Legal Services
- Quad 4** – Giveaway Area/
Lunch Area for Guests / Other Services and Resources
- **Room A** – Vision Screening and Behavioral Health Services
- **Room B and C** – Volunteer Check in and Lunch Area

- The following is a map from HRD 2014
- An updated map will be available on November 17



Volunteer Roles and Responsibilities



Volunteer Roles and Responsibilities – General Information

- **Do NOT** promise any services.
Eligibility determination is required.
- Treat guests with dignity.
- Respect their privacy.
- **Do NOT** give your cell phone number or contact information to any guest.
- **Do NOT** agree to assist anyone after the event.
- If you have any questions or concerns, request help from a Team Captain who will be wearing red t-shirts or a Security officer.



Volunteer Roles and Responsibilities – Guides

Many volunteers at the HRD will serve as Guides. Guides assist guests navigate the provided services and resources.

Guides will be given a tour of the facility and a Service Provider Directory that list vendors and exhibitors.



Tips for guides:

- Introduce yourself and welcome guests.
- Fill out **Confidential Guest Intake Form** with input from the Guest.
- Note the questions on the top of the form for data gathering
- Guide guest from one service to another.
- **Stay** with your assigned guest until all services are received.
- **Assist** Guest in completing **Exit Survey**.

Confidential Guest Intake Form

- The **Confidential Guest Intake Form** is to be filled out by the Guides with the assistance of the Guest
- The form captures the Guests needs and interests. This will help Guides navigate the resources and services.
- The **Intake Form** also captures important statistics, such as:
 - Number of Guests
 - Number of Street Homeless
 - Number of Guests from Shelters
 - What cities did the guests come from?
- Please help Guests to complete the form as thoroughly as possible.

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Homeless Resource Day 2015 Confidential Guest Intake Form

See Directory for Complete List and Description of Service Providers

The information on this form will remain confidential and will not be disclosed to any source outside of program participants. Any use will be for treatment purposes or to provide requested service.

Name (optional) _____

Where did you sleep last night?
☐ Shelter ☐ Outdoors ☐ Indoors (home/apt)
☐ Other _____

What city do you live or last resided? _____

Which Shelter? _____

How many are with you today? _____

<input type="checkbox"/> Flu Shots Quad 1	<input type="checkbox"/> Education Information Quad 3
<input type="checkbox"/> Health Services Quad 1	Literacy Council
Medical Care (Sick Visit)	Montgomery College
Addiction Assistance	Montgomery County Public Schools
Behavioral Health Services	<input type="checkbox"/> Employment Services Quad 3
Prescription Assistance	Division of Rehabilitation Services
<input type="checkbox"/> Health Insurance Quad 1	Vocational Services
<input type="checkbox"/> Vision Services Outside Room A	<input type="checkbox"/> Financial Services Quad 3
Columbia Lighthouse for the Blind-Outside	Credit Counseling
Rockville Lions Club-Room A	Tax Assistance
<input type="checkbox"/> Housing Assistance Quad 2	<input type="checkbox"/> Personal Care Quad 3
Housing Stabilization Program	Haircuts
Rental Assistance Program	Manicures
Home Energy Assistance	Therapeutic Chair Massages
<input type="checkbox"/> Income Support Services Quad 2	<input type="checkbox"/> Photo ID Quad 3
Monthly Cash Assistance	Motor Vehicle Administration
Medical Assistance	<input type="checkbox"/> Giveaway Area Quad 4
<input type="checkbox"/> Legal Services Quad 2	Winter Coats and Winter Accessories
Legal Aid and Pro Bono Services	Various other items
Child Support Enforcement	<input type="checkbox"/> Food-Various Locations
<input type="checkbox"/> Veteran Services Quad 2	Subway's Box Lunches – Quad 4
	Manna Food – Quad 4
	Starbucks Coffee – Hallway
	Bruster's Ice Cream – Foyer

HRD Directory



Montgomery County, Maryland | City of Gaithersburg

Homeless Resource Day 2015

Directory of Services

Thursday, November 19, 2015
9:00am — 3:00pm
The Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, Maryland 20877

We appreciate our sponsors:



MONTGOMERY COUNTY
Muslim Foundation
FAITH ACTION
COVENANT UNITED
METHODIST CHURCH OF
MONTGOMERY VILLAGE
GIFTS FOR THE HOMELESS
PRIORITY
partners
QIAGEN
Giant

- The HRD Directory lists service providers, exhibitors and donors.
- The Directory will assist Guides and Guests determine:
 - What agencies are present
 - What services and resources are being provided
 - Where are the services (Quad and Tables)

HRD Directory Quick Guide

LIST OF SERVICE PROVIDERS BY TYPE OF SERVICE

CHECK ALPHABETICAL LISTING FOR SERVICE PROVIDER DESCRIPTIONS [PAGE#]

Cell Phones Sign Up—QUAD 4

Budget Mobile [4]

Chair Massages—QUAD 3

Licensed Massage Therapists [4]

Ellen Olmstead and Marlon Scipio

Credit Counseling—QUAD 3

BankOn Gaithersburg-Financial

Wellness [4]

Café Montgomery

Community Action Agency|VITA

Education—QUAD 3

ESOL-Spanish Catholic Center-Catholic Charities [5]

Literacy Council of Mont. County [6]

Montgomery College [7]

Montgomery County Public Schools [7]

Montgomery County Public Libraries [7]

Employment—QUAD 3

Arbor E&T d/b/a ResCare Workforce Services [4]

CareerCatchers.org [4]

Division of Rehabilitation Services [5]

Interfaith Works [6]

People-4- People Employment [8]

Spanish Catholic Center-Catholic Charities [8]

Financial Counseling—QUAD 3

Community Action Agency|VITA

Program-Tax Assistance [5]

Gaithersburg HELP-Prescriptions [5]

Financial Support Services—QUAD 2

Office of Eligibility & Support Svcs [8]

Child Care Subsidy Program, Food Stamps (SNAP), Income Support, Medical Assistance and Long Term Care, Monthly Cash Assistance, Service Eligibility Units

Flu Shots—QUAD 1

Healthcare for the Homeless [5]

Suburban Hospital—Knots for Shots [9]

Food—Various Locations

OUTSIDE

Food Samples| MD Physicians Care [7]

HALLWAY

Starbucks Coffee [9]

QUAD 4

Box Lunches | Subways [9]

Desserts | Nourish Now [7]

Manna Food Center [6]

Snacks | Various Providers

FOYER

Fresh Fruit | Whole Foods [9]

Ice Cream | Journeys Crossing [6]

Popcorn | City of Gaithersburg [8]

Water Station & Granola |

St. Rose of Lima Church [8]

Giveaways—QUAD 4

WINTER COATS, SHOES, ETC.

Coalition of Black Officers of

Montgomery County [4]

Covenant United Methodist Church [5]

Interfaith Works [6]

MedStar Family Choice [7]

Mount Calvary Baptist Church [7]

Rockville United Church [8]

Women Who Care Ministries [9]

Haircuts and Manicures—QUAD 3

Gaithersburg High School Cosmetology

Department [5]

Health Services—QUAD 1

MEDICAL CARE—SICK VISIT

African American and Latino Health

Programs [4]

Disability Services [5]

Behavioral Health Services—Mental

Health (MH) and Addiction Services [4]

Cancer Crusade Program [4]

Community Clinic, Inc.—Health

Screening [5]

Community Ministries of Rockville

Dental Program [5]

Family Services, Inc. [5]

Healthcare for the Homeless—Health

Screening [6]

Holy Cross Health [6]

Identity, Inc.—HIV Screenings [6]

Kaiser Permanente [6]

On Our Own of Montgomery County—

Mental Health Services [8]

Senior Services [8]

Washington DC VA Affairs Medical

Center [9]

Health Insurance—QUAD 1

Amerigroup Community Care [4]

Priority Partners [8]

United Healthcare [9]

Housing—QUAD 2

Housing Counseling Services Inc. [6]

Housing Initiative Partnership, Inc. [6]

Housing Unlimited, Inc. [6]

Housing Stabilization Services [6]

Rental Assistance and Home Energy Program | DHHS [8]

Legal Services—QUAD 2

Homeless Persons Representation

Project [6]

MD Legal Aid Bureau, Inc. [7]

MD Office of the Public Defender [7]

Montgomery County Bar Foundation,

Pro Bono Program [7]

Montgomery County Office of Child

Support Enforcement [7]

Photo Identification—QUAD 3

MD Motor Vehicle Administration [7]

Nutrition|Recreation Info.—Outside

Maryland Physicians Care [7]

Support Services —QUAD 2

Jewish Council on Aging | Senior Care

Information [6]

People Encouraging People Outreach

Recovery Partner Montgomery-Peer to

Peer Counseling [8]

Women and Infant (WIC) Program [9]

Veteran Services —QUAD 2

Friendship Place [5]

Maryland Center for Veterans Education

& Training [6]

Maryland's Commitment to Veterans [7]

Serving Together Project [8]

Silver Spring Vet Center [8]

Vision Services—Room A

Rockville Lion's Club [8]

Voters Information—QUAD

Montgomery County Board of

Elections [7]

- The HRD Directory includes an one-page alphabetical “Quick Guide.” which will help by providing:
 - Quads #
 - Table #
 - Directory page [#]
- Number in Brackets is the Directory [page number]

Guest Exit Survey

Montgomery County, Maryland | City of Gaithersburg
Homeless Resource Day

GUEST EXIT SURVEY
PLEASE TURN IN AT EXIT

- Did you receive the services and resources that you wanted? ☐ Yes ☐ No
- What did you like best about the day?
☐ Services ☐ Food ☐ People/Volunteers
☐ Information ☐ Giveaway Items ☐ Transportation
☐ Other _____
- What did you like least?
☐ Services ☐ Food ☐ People/Volunteers
☐ Information ☐ Giveaway Items ☐ Transportation
☐ Other _____
- How useful was the information provided?
☐ Extremely useful ☐ Very useful ☐ Moderately useful ☐ Not at all useful
- What other services would you like to receive?

- If you could change something about today, what would it be?

- Comments:

- Please check the box that describes the type of follow up appointment you have.
☐ Housing ☐ Medical ☐ Benefit (Food stamps, Cash assistance, Insurance)
☐ Employment ☐ Vision ☐ Other _____
☐ Podiatry ☐ Legal _____
- How did you get here?
☐ Special Event RideOn Bus ☐ *Public Transportation ☐ *MetroAccess
☐ Shelter Van Drop Off ☐ *Dropped off by friend
☐ Drove self ☐ *Walked
- Other information:
☐ Veteran ☐ Male ☐ Female Age: _____ Race: _____

- The **Guest Exit Survey** is another statistic-gathering tool and helps us learn our Guests' impressions of the day
- The form is filled out by the Guests at the end of their visit with the help of their Guide
- **Both the Confidential Guest Intake Form and the Guest Exit Survey** are collected by at the **Exit Table located in Quad 4**

Registration Tables

There are Five Registration tables:

1. Information Desk

2. Guests

- Greet Guests
- Match Guests and Guides

3. Volunteers

- Sign in Volunteers, providing T-Shirts, and Name tags
- Inform Volunteers of assignments
- Tour Volunteers to orient them to the Facility

4. Service Providers

- Sign in Service Provider
- Assist providers with their materials
- Direct providers to their assigned Quads and Tables

5. Exit

- Assists with Exit Survey
- Provide follow up information and materials

Greeters/Aides

Greeters will be stationed at various locations around the building, especially at key entry points.

Tips for greeters/aides:

- Greet and direct Guests, Service Providers, etc.
- Greeters help Service Providers unload materials
- Other duties as needed

Runners and/or Quad Assistants

Runners are responsible to work with Team Captains by helping to get documents, lunch or items from one place to another.

Tips for runners:

- Listen and follow directions.
- Make copies, if needed.
- Provide lunches to the service providers.
- Retrieve information.
- Other duties as assigned.



Service Providers

- Many that volunteer are Service Providers, Exhibitors or Vendors who provide services, resources and information.
- Service providers will staff exhibits and tables
- Service providers need to follow the same safety and security rules.



What is a successful HRD?

- A successful HRD is when everyone; volunteers, staff and guests feel welcome, secure and comfortable in the HRD/Bohrer Park environment.
- How do we achieve that goal?
 - When all volunteers maintain
 - positive attitudes, and
 - smart decision-making.
 - Remember: Listening is just as important as talking.

Safety and Security dos and don'ts

Dos	Don'ts
<ul style="list-style-type: none">● Keep plenty of “personal space” between you and others.● Be aware of body language – yours and others.● Accept guests and other volunteers “as they are”.● Ask for help if you need it! The Captains (red t-shirts) and Police Officers are there to help everyone.	<ul style="list-style-type: none">● Promise any services. Eligibility requirements for services must be met.● Give your cell phone number or contact information to any guest.● Agree to assist anyone after the event.

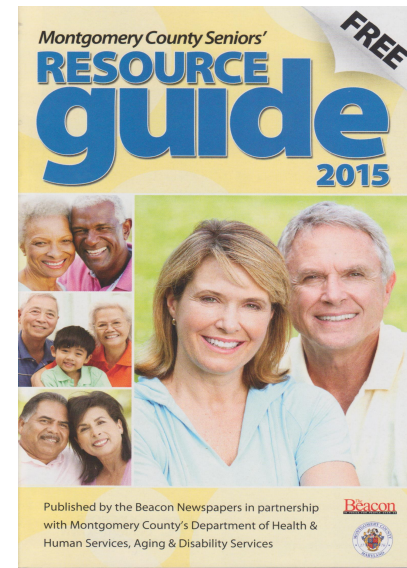
Where to direct guests for future services and assistance?

Have guests contact the Department of Health and Human Services in the following ways:

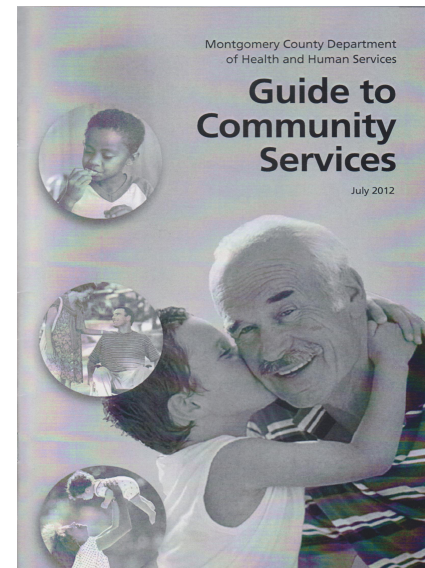
- Call MC311 or 240-777-0311
- Visit DHHS' website:
www.montgomerycountymd.gov/HHS
- Email:
HHSmail@montgomerycountymd.gov
- Call Emergency Services
 - Rockville 240-777-4550
 - Germantown 240-777-4448
 - Silver Spring 240-777-3075
- TTY Users call MD Relay at 711

For Provide Guests with a Resource Guides available at the Exit Table

Senior Resource Guide



DHHS Guide to Community Services



Note: Do not give out your contact information. This information above will be provided on November 19.

Additional Training Opportunities



- **Remember** for those who choose, there is scheduled one in-person training on **November 9** at 6:15-7:30 pm at 401 Hungerford Drive, First Floor, Conference Room A and B.
- Volunteers will receive a tour of the facility prior to starting their assignments.
- On November 17, there will be time to talk to Volunteer Leaders (Captains) that are available to assist you.
- Captains will wear **Red T-Shirts**.



Homelessness and HRD

This HRD Training PowerPoint includes very basic information regarding homelessness and services provided in Montgomery County. If you would like to learn more about the issue of homelessness, we recommend the following websites:

- National Alliance to End Homelessness
<http://www.naeh.org/>
- National Coalition for the Homeless
<http://www.nationalhomeless.org/>

Thank you, again.

Now, that you have complete the training module:

- Review what you learned.
- Write down any questions.
- Click the link below to open the Training Check-up.
- When you have answered all 10 questions, please SUBMIT.
- We will receive verification that your training is complete.
- A Liability Statement and Confidentiality Agreement will be sent for completion, where appropriate.

LINK TO CHECK UP: [Homeless Resource Day Training Check Up](#)

We thank our sponsors:



Event Organizers: Homeless Resource Day Planning Committee